

## SUMMARY OF OVERALL FINDINGS

**Provider:** GROW Associates, Inc.

**Review Dates:** December 8 – 12, 2014

**Service Enhancement Meeting Date:** December 29, 2014

**Survey Team:** Steve Abreu (TL), Laura K. O'Connor, and Edward Sutka

Survey Scope and Findings for Employment and Day Supports					
Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 Locations 8 Audits	Full Review	56 / 62 Two-Year License 12/29/2014 - 12/29/2016		
Community-Based Day Services	1 Location 3 Audits			Full Review	8 / 8 Certified
Employment Support Services	1 Location 5 Audits			Full Review	17 / 17 Certified
Survey Scope and Findings for Planning and Quality Management					
Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Planning and Quality Management	N/A	N/A	N/A	Full Review	6/6 Certified

## EXECUTIVE SUMMARY

GROW Associates, Inc. is a non-profit organization that provides a variety of day services for people with disabilities living in the south shore area. Founded in 1973, GROW has over 40 years of experience working with people with disabilities, their families, and local businesses. The agency endeavors to design services that encompass the unique needs of individuals and offer opportunities to enhance skill development by offering employment training, finding jobs that match people's unique interests in community settings, as well as opportunities to give back to the community through volunteering and participation in local enterprises. The agency offered people the opportunity to participate in any or all of these options, such as Employment Services, Community-Based Day Supports (CBDS), and Day Habilitation Services. Transportation Services for greater than 197 people was also provided. This Licensure and Certification review focused on reviewing 5 Employment service audits and 3 CBDS audits through an examination of 62 Licensing and 31 Certification indicators on the specific service types.

Since the last survey, the agency had fully embraced the Department of Developmental Services (DDS) 'Employment First Initiative.' In July 2013, the agency moved into a newly renovated, accessible space in Randolph and officially closed its sheltered workshop program in April 2014. The new facility provided more space to allow for continued growth in work training options and provide a more visible presence in the Randolph community. The agency also identified that additional space in the building currently occupied by another tenant may become available and they were considering expanding their supports. The direction of those supports had not been finalized as the agency was in the process of filling the position of Executive Director.

Survey findings revealed that employment services focused on assisting people with skill development and obtaining competitive employment within the community. The agency also offered employment options that paid at least minimum wage within the work center. These included food management in the agency operated 'Bistro,' custodial services, and landscaping. These positions provided higher wages than the previously offered, as the agency no longer provided any work that paid less than minimum wage. The agency's new site included a training kitchen, a computer center and media room that allowed people to be assessed and receive training in a variety of areas. Of the sixty eight people receiving employment supports, sixty-three had positions that paid at least minimum wage.

The agency has also focused significant attention on the development and implementation of a comprehensive approach to assisting people to explore, find and develop personally meaningful options with the Community-Based Day Support service. People were provided assistance to pursue personal endeavors within the community such as physical fitness classes at the YMCA, volunteering at local animal shelters, and preparing meals at the Randolph Senior Center. A variety of recreational and cultural activities such as visits to the Boston Aquarium and Georges Island were also offered. These efforts were consistent with the agency's commitment to a person-centered approach in creating services that supported the whole person's personal goals and ambitions.

In its effort to continually enhance support, the agency should provide increased oversight in several areas involving regulatory timelines and expectations such as the submission and review of physical Restraint Reports by agency managers to ensure that DDS established time-

lines are met. Additionally, there were a number of items that need to be improved upon relative to the operation and functioning of the Human Rights Committee, such as consistent attendance of members, meeting frequency that adheres to a quarterly pattern and submission of a waiver if a member has a financial interest in the agency. Other areas of consideration for enhancing include ensuring ISP assessments and Support Strategies are submitted within 15 days of an individual's ISP and that information on the progress on agreed upon goals is reviewed to ensure issues effecting success are addressed.

Based on the findings of this review, the agency is congratulated on attaining a rating of 90% on the Licensing indicators. In addition, for each of the various services (Employment, Community-Based Day), 100% of all Certification indicators were met. These ratings demonstrate the agency's continued overall effectiveness in promoting positive outcomes for individuals they support and reflect a focus on the agency's mission to promote continued growth and success. The agency received a Two-Year License for Employment/Day Supports.

### LICENSURE FINDINGS

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Organizational</b>	<b>7/9</b>	<b>2/9</b>	
<b>Employment and Day Supports</b>	<b>49/53</b>	<b>4/53</b>	
Community-Based Day Services Employment Support Services Center-Based Employment			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>56/62</b>	<b>6/62</b>	<b>90%</b>
<b>Two-Year License</b>			
<b># Indicators for 60 Day Follow-up</b>		<b>6</b>	

**Organizational Areas Needing Improvement on Standards Not Met/Follow-up to Occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L48	The agency has an effective Human Rights Committee (HRC).	The following items need to be ensured: at least annual policy review; consistent attendance of members, including at least three who are individuals, family, or advocates; meeting frequency that adheres to a quarterly pattern; at least annual policy review; greater frequency of site visits; submission of meeting minutes to required parties; submission of a waiver if the member with a financial interest in the agency is to continue to serve; review of supportive and protective devices.
L65	Restraint Reports are submitted within required timelines.	The agency needs to ensure that Restraint Reports are reviewed by managers within the required timelines.

**Employment/Day Areas Needing Improvement on Standards Not Met/Follow-up to Occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L60	Data are consistently maintained and used to determine the efficacy of behavioral interventions.	One Behavioral Support Plan had not been reviewed and/or revised in two years. Although data had been maintained it had not been reviewed to ensure efficacy of behavioral interventions. Additionally, the reinforcement practices identified in the plan needed to be revised.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	The agency needs to ensure that ISP assessments are submitted to the DDS Area Office within 15 days of the ISP meeting.
L87	Support Strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	The agency needs to ensure that Support Strategies are submitted to the DDS Area Office within 15 days of the ISP.
L88	Services and Support Strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	The agency needs to ensure that information on the progress of ISP goals is reviewed to ensure that support matches the criteria identified related to frequency and duration of goals.

**CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>
<b>Employment and Day Supports</b>		
Employment Support Services	17/17	0/17
Community-Based Day Services	8/8	0/8


**Employment Support Services Commendations on Standards Met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Commendation</b>
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	The agency is commended for supporting individuals and guardians to be knowledgeable in understanding how an individual's entitlements can be managed in a way that allows for successful employment. Twice a year the agency held evening training with support from the local Social Security Office to provide information and answer questions about how earned wages and entitlements co-exist.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	Each person in a competitive employment situation had supports that allowed for initial and ongoing success. The agency developed individualized strategies such as initial one to one job coaching, transition to natural supports and routine review of current supports to determine effectiveness. The agency is commended for promoting individual success for each individual's employment.

**Community-Based Day Services Commendations on Standards Met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Commendation</b>
C42	Individuals are involved in activities that connect them to other people in the community.	The agency is commended for providing an array of activities that provided frequent opportunities for people to be in contact with the community. Activities offered included educational and cultural trips as well as based on personal interests such as volunteering and gym membership.
C45	Individual's decisions of what to do during the day are revisited on a regular basis.	The agency is commended for its ongoing practices of seeking individual input into daily offerings. Each day a variety of options within the building and in the community were available and people could choose which activity they would like to participate in.

**MASTER SCORE SHEET LICENSURE****Organizational:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating (Met, Not Met, Not Rated)</b>
 L2	Abuse/Neglect reporting	1/1	Met
L3	Immediate Action	1/1	Met
L48	Human Rights Committee	0/1	Not Met (0%)
L65	Restraint report submit	0/2	Not Met (0%)
L66	HRC restraint review	1/1	Met
L74	Screen employees	1/1	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	3/3	Met
L83	Human Rights training	3/3	Met

**Employment and Day Supports:**


<b>Indicator #</b>	<b>Indicator</b>	<b>Location or Individual</b>	<b>Employment Supports</b>	<b>Center-Based Work</b>	<b>Community Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L1	Abuse/Neglect training	I	5/5		3/3	8/8	Met
L5	Safety Plan	L			1/1	1/1	Met
 L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	4/5		3/3	7/8	Met (87.50%)
L9	Safe use of equipment	L			1/1	1/1	Met
L10	Reduce risk interventions	I	2/2			2/2	Met
 L11	Required inspections	L			1/1	1/1	Met
 L12	Smoke detectors	L			1/1	1/1	Met
 L13	Clean location	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Clean appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/Combustibles	L			1/1	1/1	Met
L31	Communication method	I	5/5		3/3	8/8	Met
L32	Verbal & written	I	5/5		3/3	8/8	Met
L37	Prompt treatment	I	5/5		3/3	8/8	Met

**Employment and Day Supports, cont.**

<b>Indicator #</b>	<b>Indicator</b>	<b>Location or Individual</b>	<b>Employment Supports</b>	<b>Center-Based Work</b>	<b>Community Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
 L38	Physician's orders	I	4/4		2/3	6/7	<b>Met (85.71%)</b>
L39	Dietary requirements	I	3/3			3/3	<b>Met</b>
L44	MAP Registration	L			1/1	1/1	<b>Met</b>
L45	Medication storage	L			1/1	1/1	<b>Met</b>
 L46	Medication administration	I	5/5		2/2	7/7	<b>Met</b>
L49	Informed of human rights	I	5/5		3/3	8/8	<b>Met</b>
L50	Respectful communication	L			1/1	1/1	<b>Met</b>
L51	Possessions	I	5/5		3/3	8/8	<b>Met</b>
L52	Phone calls	I	5/5		3/3	8/8	<b>Met</b>
L54	Privacy	L			1/1	1/1	<b>Met</b>
L55	Informed consent	I	1/1			1/1	<b>Met</b>
L57	Written Behavior Plans	I	2/2		1/1	3/3	<b>Met</b>
L58	Behavior Plan component	I	2/2		1/1	3/3	<b>Met</b>
L59	Behavior Plan review	I	2/2		1/1	3/3	<b>Met</b>
L60	Data maintenance	I	2/2		0/1	2/3	<b>Not Met (66.67%)</b>
L61	Health protection in ISP	I	2/2			2/2	<b>Met</b>
L62	Health protection review	I	2/2			2/2	<b>Met</b>
L63	Medication Treatment Plan form	I			1/1	1/1	<b>Met</b>
L64	Medication Treatment Plan review	I			1/1	1/1	<b>Met</b>
L77	Unique needs training	I	5/5		3/3	8/8	<b>Met</b>
L78	Restrictive Intervention Training	L	1/1		1/1	2/2	<b>Met</b>



**Employment and Day Supports, cont.**

<b>Indicator #</b>	<b>Indicator</b>	<b>Location or Individual</b>	<b>Employment Supports</b>	<b>Center-Based Work</b>	<b>Community Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L79	Restraint training	L	1/1		1/1	2/2	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
 L82	Medication administration	L			1/1	1/1	Met
L84	Health Protection Training	I	2/2			2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	2/3		1/3	3/6	Not Met (50%)
L87	Support Strategies	I	2/3		2/3	4/6	Not Met (66.67%)
L88	Strategies implemented	I	1/4		1/3	2/7	Not Met (28.57%)
<b>#Std. Met/53 Indicators</b>						<b>49/53</b>	
<b>Total Score</b>						<b>56/62</b>	
						<b>90.32%</b>	

**MASTER SCORE SHEET CERTIFICATION****Certification - Planning and Quality Management**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

**Community-Based Day Services Reviewed By DDS**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff performance	3/3	<b>Met</b>
C8	Family/Guardian communication	3/3	<b>Met</b>
C13	Skills to maximize independence	3/3	<b>Met</b>
C40	Community involvement interest	3/3	<b>Met</b>
C41	Activities participation	3/3	<b>Met</b>
C42	Connection to others	3/3	<b>Met</b>
C43	Maintain & enhance relationship	3/3	<b>Met</b>
C45	Revisit decisions	3/3	<b>Met</b>

**Employment Support Services Reviewed By DDS**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff performance	5/5	<b>Met</b>
C8	Family/Guardian communication	5/5	<b>Met</b>
C22	Explore job interests	5/5	<b>Met</b>
C23	Assess skills & training needs	5/5	<b>Met</b>
C24	Job goals & support needs plan	4/5	<b>Met (80%)</b>
C25	Skill development	5/5	<b>Met</b>
C26	Benefits analysis	5/5	<b>Met</b>
C27	Job benefit education	5/5	<b>Met</b>
C29	Support to obtain employment	4/5	<b>Met (80%)</b>
C30	Work in integrated settings	4/5	<b>Met (80%)</b>
C31	Job accommodations	5/5	<b>Met</b>
C32	At least minimum wages earned	4/4	<b>Met</b>
C33	Employee benefits explained	5/5	<b>Met</b>
C34	Support to promote success	4/4	<b>Met</b>
C35	Feedback on job performance	4/4	<b>Met</b>
C36	Supports to enhance retention	4/4	<b>Met</b>
C37	Interpersonal skills for work	5/5	<b>Met</b>